

Available beginning  
January 12, 2009  
See calendar for  
details

***Becoming a Change Agent***

is a one-day workshop teaching the skills to participate in organizational change in a positive manner that reduces resistance and facilitates effective implementation.

***Communication Breakdown***

is a half-day workshop teaching the skills to counter the seven most common communication problems in the workplace.

***Principles for Positive Performance***

is a one-day workshop teaching the self-empowering skills to increase job satisfaction and productivity by applying research-based characteristics called Signature Strengths.

***Customer Service Zone***

is a half-day workshop teaching the skills that promote and ensure excellent customer service in the workplace.

***\*Respectful Workplace:  
A Staff Guide to  
Preventing Workplace***

***Harassment*** is a half-day scenario-based workshop teaching the State Workplace Harassment Policy to improve respectful behavior in the work environment.

***Generations: M.E.E.T. on  
Common Ground for Staff***

is a half-day workshop teaching the techniques to successfully create a respectful and cooperative peer work environment in today's diverse, multi-generational workforce .

***Understanding Your  
Employee Benefits***

offers information about State-offered employee benefits, BEST program, Deferred Compensation, Insurance options, state retirement and Social Security.

***Available on-line May 2009.  
(Formerly Lifestyle Planning)***

# Employee Fundamentals

*\*Compliance – DoHR highly recommends employees fully participate in compliance workshops as the primary means to acquire the knowledge/skills necessary to meet liability and ethical expectations of all employees in Tennessee state government.*

*Strategic  
Learning  
Solutions*